



# WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Bi-Monthly Publication

November/December 2012

## *From the Director...*



### **Happy Holidays**

On behalf of the Management and Support Staff at Wraparound Milwaukee, we want to wish all of our Care Coordinators, Supervisors, our many Providers and particularly our Families the best and most joyous of holidays.

It has been another year of unprecedented growth in Wraparound Milwaukee, which we will highlight in next month's Newsletter. But this month and the coming Holiday Season is the time for families to be together to share in the spirit of the holidays and the hope, wonder and joy that this time of year can bring. Happy Holidays!

Bruce Kamradt, Director  
Mary Jo Meyers, Deputy Director

### **Wraparound Milwaukee Says Farewell to Three of our Nursing Staff**

It is difficult when we lose even one of our seasoned staff in Wraparound Milwaukee, but with the loss of three of our Nurses to retirement, that loss is compounded. Jeff Robinson, RNII, on the MUTT Team and coordinator of some of our Medication Clinics, Jayne Helmer, RNII, who primarily coordinates of our Medication Clinics, and Margaret Pena, Community RN and our REACH Screener/Assessment Worker, are retiring in December. We lose an extraordinary amount of expertise and years of experience, which are difficult to replace. We thank them for all they have contributed to Wraparound Milwaukee and wish them the very best in the future, as they enjoy the next chapter of their lives.

### **FISS Program Off to Fast Start**

The new Family Intervention Support & Services Program (FISS), which is being operated by Wraparound Milwaukee and St. Charles Youth & Family Services, has been extremely busy during the first 3 months of operation. FISS is designed to assess and provide services to families experiencing difficulties with their adolescents, age 12 to 18. The FISS program aims to strengthen the parent/guardian's ability to supervise and support the adolescent in the home, community and school, and avoid the need for formal Court intervention. Consisting of an assessment

and case management function, FISS utilizes the Wraparound philosophy and Coordinated Service Team approach with the goals of providing stabilization and sustainable connections to community resources. During the time frame of July 1, 2012 through September 30, 2012, the first 3 months of the new contract with the Bureau of Milwaukee Child Welfare (BMCW), FISS conducted 180 assessments with 87 families enrolled in the FISS services unit and other families connected with other programs, including 10 families directly enrolled in Wraparound Milwaukee's REACH program.

Thanks to Stacy Kozel, Program Coordinator, and Mandi Greene, Case Management Supervisor, and the whole FISS team for their extraordinary work to get this expanded program off to a fast and effective start.

### **Wraparound Milwaukee to Continue Safe Schools Liaison Position**

On October 25<sup>th</sup>, the Milwaukee Public School Board (MPS) approved continuation of several programs and positions previously funded and involved in the Safe Schools program. This includes continuation of our Wraparound Milwaukee and REACH MPS Liaison position provided by Margaret Oulahan. Margaret will be available to provide a point of referral and assessment services to the MPS schools for referrals to the REACH program and also coordinate the child fellow services provided in conjunction with the Medical College to several MPS schools including Hi Mount and Northwest.

Margaret may also be involved and a contact person for youth needing mental health services in the Lindsay Heights Initiative. This is part of a grant that MPS received from the Medical College of Wisconsin Violence Prevention Initiative, which focuses on services to schools in Milwaukee's Lindsay Heights neighborhood.

### **One of the County's Largest Non-Profit Agencies Visits Wraparound Milwaukee**

The Jewish Board of Family and Children's Services (JBFCs) of New York City visited Wraparound Milwaukee on October 24<sup>th</sup> and 25<sup>th</sup>. David Rivel, incoming CEO, Todd Schenk, Chief Operating Officer, and Uday Madusce, Chief Information Officer of this \$200 million Agency, that employs over 2,000 staff in New York, came to learn about how Wraparound Milwaukee operates and learn about components of the





program, including Care Coordination, our Provider Network system, Quality Assurance/Quality Improvement approaches and other aspects of our system of care.

The JBFCs managers hope to replicate a number of the systems and approaches from the Wraparound Milwaukee model.

### **Wraparound Milwaukee Educational Advocacy Services**

The December meeting of the Child Welfare Partnership Council–Health Committee was devoted to the educational needs of foster care youth. That included a review of the work of our Families United Educational Liaison staff, Chris Shafer and Elena Montes. Wraparound Milwaukee has an \$84,000 contract with the Bureau of Milwaukee Child Welfare (BMCW) to provide them with the same type of Education Advocacy services as are being provided to Wraparound Milwaukee youth. We are pleased that the BMCW will renew that contract for 2013.

Over the past 15 months, the Educational Liaisons have reported seeing over 325 foster care youth (*this does not include foster care youth enrolled in Wraparound Milwaukee*).

Overall concerns about the need for special education services (IEP) or with concerns related to needed changes in the existing IEP constitute over 50% of all referrals. Behavior concerns regarding school suspension issues, etc., represented 20% and school placement issues 14% of the next tier of referrals.

We look forward to continuing to provide these vital educational services to the Bureau.

### **Wraparound Milwaukee to Partner with Delinquency and Court Services**

Through the writing skills of Michelle Naples, Assistant Head of Delinquency & Court Services, Milwaukee County has recently received a \$725,000, three-year federal grant from the Office of Justice Programs to implement the Juvenile Justice Reform and Reinvestment Initiative (JJRRI). One of 3 states, along with Iowa and Delaware, to receive these grants, this initiative will look at how jurisdictions specifically choose and use interventions with juvenile offenders toward the goal of reducing recidivism with juvenile offenders. The cornerstone of the JJRRI is the use of a measure called the Standardized Program Evaluation Protocol (SPEP) developed by Dr. Mark Lipsey of Vanderbilt University. Use of the SPEP provides specific research-based profiles of program characteristics that can be used as a standard against which to evaluate juvenile justice programs. The idea is

to move toward identifying and adopting the best evidence-based strategies and program modifications including the more “home-grown” approaches such as Wraparound to lower rates of recidivism among juvenile offenders.

The JJRRI also utilizes protocols around risk and needs assessments and around improvements in cost-effectiveness of the juvenile justice system. More information on JJRRI will be forthcoming as the project gets underway in January 2013.

Kamradt, Director



## *Wraparound Success Stories...*

*When I first met James, he told me that he had been involved in “the system” since he was a small child and wasn’t thrilled at the prospect of having yet another worker in his life. Despite his reluctance, James committed to giving Wraparound a try because he told me “he wanted a better situation”. Over the past year, James impressed his entire team as he grew in his confidence and directed team members in how to best work together to meet his needs. He reconnected with siblings and cousins, and developed a true leadership presence within the child and family team. James is a unique young man who was able to find hope in a bleak situation and craft a new life for himself and his family. In his own words, here is James’ story:*

*“I came into Wraparound on October 3, 2011. In my head I was thinking that it was going to be a bad thing to do, that it wasn’t going to work for me. But once I got into it, it was one of the best experiences I’ve had in my life. Even though it had me telling my feelings I realized that it was going to help me get close to my family and open my leadership skills that are going to help me in the future. The family events, team meetings, and all the programs they help put you in, keep you busy and help you to stay close to your family. Doing the talent show was one of the most fun things I ever did, and the Youth Council was a great place to have fun and eat. And my Care Coordinator was so good at*





*helping me with stuff I didn't know. So you ask me how was my time in Wraparound? I will say that it was one of the greatest times of my life and that we call me the person that successfully made it through Wraparound!"*

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The following poem was written by Ms. Shanekwqua Chambers, a Wraparound Milwaukee parent who has consistently displayed a strong, solid commitment to her son's progress while working with the Child & Family Team. Ms. Chambers has generously presented this powerful and creative poem as an expression of her experience with Wraparound.

Kurt Maurer, Consultant

**It's a Wrap!**

**I had a child once thought he was grown,  
Running wild all around fourteen all alone.  
He didn't care what I told him to do,  
He had his mind made up, he was done, he was through.**

**Through listening and following the rules,  
Started lying, cheating, and stealing ones most precious jewels.**

**After awhile I couldn't control him, couldn't hold him,  
So he was sent away for awhile, Damn!  
I wish he would've listened to what I told him.**

**So now we're in the courtroom trying to fill in the gaps,  
This guy has done the most, man, what's the haps?  
No more deals cut, no more wrists to slap,  
It's time to introduce you to a team called, "wrap".**

**Who's "wrap"? Well the real name's Wraparound,  
They are the best association working with children in this town,**

**The ones who bring you up when you're feeling down,  
The ones to assist us parents when our children want to clown.**

**They make the unfamiliar familiar, and visa versa too,  
The ones who show us the way when we don't know what to do.**

**They showed us the way, they showed us the deal,  
Always there for our family, always keeping it real.**

**Showed him the truth which set him free,  
Today I have my boy back, they brought him back to me!  
No more lies, no more hurt, no drama, no pain,  
I've got my son back, it's a wrap... Thanks to who? Well you know the name.**

**So the next time you ask me the best child association in town,  
I will give you one word, they call themselves "Wraparound".**

Ms. Shanekwqua Chambers, Parent



**Youth Council ...**

Youth Council meetings continue to be held the 1<sup>st</sup> and 3<sup>rd</sup> Mondays of each month out of Owen's Place. Our board members have many ideas for future events and would like to begin giving back to the community. Monday, December 10<sup>th</sup>, the Youth Council will hold a Bake Sale at Children's Court Center. All proceeds will be donated to the American Red Cross Hurricane Sandy Relief Fund. They will also have a jar and collect spare change, which will all get donated to **Pennies for Patients**, the Leukemia and Lymphoma Society. We are excited for the New Year, as this means it will soon be time to begin planning our 2013 Wraparound Milwaukee Talent Show. Each year our talents grow and we look forward to another successful event. We also look forward to seeing what our creative Art Directors will come up with for the 2013 Art Piece. Planning will begin in January. Here are a few dates of upcoming Talent Show meetings/events:

- December 10<sup>th</sup> – Bake Sale
- December 17<sup>th</sup> – Youth Council Meeting
- January 7<sup>th</sup> – Youth Council Meeting
- January 21<sup>st</sup> – Youth Council Meeting

Shannon Smith, Resource Coordinator



Owen's Place is continuing to settle into our new location at 4757 N. 76<sup>th</sup> Street in Milwaukee. Our staff is working hard to provide resources for young adults ages 16 to 24 years old. Each month we provide our young adults with various programs that will help assist them as they work toward their independence. We recently just completed a very successful 8-week Money Smart Program, sponsored by Guaranty Bank. The wonderful staff at Guaranty Bank on East Ogden Street in Milwaukee donated their time every Thursday to teach a group of young adults everything they need to know about budgeting, banking and being smart with money. We are excited to have them back early next year, as they will be running a mini 4-week Money Smart session for any interested young adults.





Another one of our exciting new programs is PhotoVoice. This is a great opportunity for our creative young adults to bring awareness to our community about a social issue of their choice. Some examples of PhotoVoice Projects include bullying, homelessness and self-esteem. Participants decide on a topic they wish to bring awareness to and work with staff at Owen's Place on ways they can use Photography to capture images that will help bring this topic to life. We look forward to making our program successful by providing resources and opportunities for our young adults to grow into successful independent adults themselves.

Owen's Place welcomes "The Student Nursing Association" (SNA) from Bryant and Stratton College on Wednesday – December 19, 2012 from 6:00-7:00 p.m.

If you have program ideas, or are interested in more information, please feel free to contact our Resource Coordinator, Shannon Smith, at (414) 810-7780 or by email at [ssmith@stcharlesinc.org](mailto:ssmith@stcharlesinc.org).

Brian McBride, O'YEAH Program Coordinator



## Mobile Crisis...

The Mobile Urgent Treatment Team (MUTT) has welcomed several new faces this fall, some grown up, some just welcomed into the world. We have 4 interns now – Danielle, Dan, Chris and Sam – who provide great energy and fresh perspective, while they learn how to best help youth. And speaking of youth, 3 MUTT staff brought new life to us all recently – Zoe Russell was born to Jeannette and Carnelius Russell, Pete Cooper to Patti and Matt Cooper and Lucas Castillo to Malena and Raul Castillo. Congratulations to all!

As families grow, and the holidays approach so quickly, we are all reminded of the joy these days bring. With all the celebration and togetherness can come some stress. There are a few strategies you can use to minimize stress and maximize the wonderful times of the season. Prevention is always the best idea, so plan as much as you can. Yet, be realistic, and know that something – hopefully not the Thanksgiving meal – will not go as planned. Don't expect perfection from yourself, anyone else, or anything you plan. And while

ritual is fundamental to families and cultures, be flexible. As families change and grow, hold onto those traditions that are most dear, but embrace what newness you can. Reach out – volunteering lifts the spirits, not only of those helped, but of those who give of their time. Learn to say "no". It's important to be there for those close, but always saying "yes" can leave you feeling overwhelmed and resentful. Stay balanced – keep the healthy habits you've grown throughout the year, as much as possible. Sleep and keep regular activity. Finally, take a break once in a while – it'll leave you in a much better place to enjoy the best of the season. Wishing you all a Happy Holiday Season!

Dr. Chris Morano, Mobile Crisis Services Director

## Quality Assurance ...

### **2013 Wraparound Milwaukee Policy & Procedure Sign-Off Form**

Please be reminded to return your 2013 Wraparound Milwaukee Policy & Procedure Sign-Off forms to Tracie Zimmerman in the Wraparound QA/QI Department, by December 31, 2012. We are requesting that you send us the original and maintain a copy at your Agency. This form (on pink paper) was included in the Fee-For-Service Agreement packets that were distributed at the Annual FFS Agreement Inservice held on October 24<sup>th</sup>. If you need another copy of the form, please contact Tracie at (414) 257-7565 or [tracie.zimmerman@milwcnty.com](mailto:tracie.zimmerman@milwcnty.com).

If you have any questions or suggestions, please feel free to give me a call at (414) 257-7608 or email me at [pam.erdman@milwcnty.com](mailto:pam.erdman@milwcnty.com).

Pamela Erdman, QA/QI Director



#### **Quality Quote of the Month**

*"I may not have gone where I intended to go, but I think I have ended up where I need to be."  
- Douglas Adams (1952-2001)*

## Announcements...

### **Positive Recognition Awards**

The following have been recipients of "Positive Recognition" awards:

**James Robertson – Integrity Family Services**  
Nominated by Sandra Polzin - Parent





*“Jim Robertson has been so awesome... he is always trying to do things with Sheldon...”*

**Aaron Pressie – Sebastian Family Psychology**

Nominated by Carla Jean Pacala – Parent

*“...open, honest and truthful... works very, very well with Nathan... is in all ways a great person!!”*

**Karyn Gust-Brey – Family Options Counseling**

Nominated by Carla Jean Pacala - Parent

*“Karyn works very well with my son... looks out for the best for my son... was very caring and nice to me.”*

**Denise Batton – St. Aemilian-Lakeside**

Nominated by Darlene Witkowski - Parent

*“She is so polite and returns all calls – great follow-through. Very professional – has addressed all our concerns and worries.”*

**Madelana Ruiz - Parent**

Nominated by Rhoda Jordan – My Home, Your Home

*“Ms. Ruiz is a wonderful mom, very involved parent, she is also a believer in the Wraparound process... holds her team accountable and makes sure her son’s needs are met... a great advocate!”*

**June Vang – Hmong American Friendship Association**

Nominated by Yia Xiong - Parent

*“This person was very helpful and respectful.”*

**DeMetra Jones – LaCausa, Inc.**

Nominated by Dan Carlin – LaCausa, Inc.

*“... is the heart and soul of the Child & Family Team... constantly goes out of her way to make sure the family’s needs are met... deserves to receive recognition for her hard, dedicated work.”*

**Amanda Heins, Ph.D. – Family Options**

Nominated by Natashea Hogans - Parent

*“...took time and communicated with us... I was able to contact her with no problem... made sure we understood the procedures and was very willing to explain so we can understand it better... communicated well. Thank you.”*

**Jevoni Rhodes – New Horizon Center**

Nominated by Natasha Hogans - Parent

*“He is awesome with my son, my son respects him... talked to my son when the school would call... had meetings with the teachers... basically has been that support that my son has asked for... Thank you.”*

**JD Lawson Transportation**

Nominated by Lisa Rizzo – St. Charles Youth & Family

*“JD is great! You can always count on him to pick up your families on time and on short notice. All my families ask if Lawson is available when they need a van. Thank you! You make my job less stressful. ☺”*

**Mimmie Floyd Jones – Running Rebels**

Nominated by Carla Colon – Parent

*“He works well with our family and is available anytime needed. Great role model to Angel!”*

**Dinah Williams – Human Development**

Nominated by Beverly Leannais - Parent

*“She goes over and above doing things to help our daughter.”*

**Amanda Schreiner – REACH-St. Aemilian-Lakeside**

Nominated by Cassandra Hokes – Parent

*“For helping my son get and receive the best help while in the program. Keeps me on top of my duties, when I forget certain tasks... comes to help me and I really appreciate her. Thank you!”*

**Terrell King – REACH-LaCausa, Inc.**

Nominated by Crystal Gehrs - Parent

*“I don’t know what she says to my daughter, but EVERY TIME she is in “full tantrum” mode, she screams “I WANT TO TALK TO TERELL!” Terrell not only calms her down, but gets her to apologize!”*

**Sarah Rosenblatt – Sebastian Family Practice**

Nominated by Yvonda Hill – Parent

*“She shows up to school to check in with my daughter Elisia when not even asked... makes herself available to my family. We love her!”*

**Vontrell Sevoyer – Integrity Family Services**

Nominated by Colin – Youth

*“He likes sports and he comes to my school and calms me down.”*

**Hopgood Youth Home**

Nominated by Tonia Smith – LaCausa, Inc.

*“Willie Hopgood and group home staff have truly gone over and beyond to advocate and support the youth and families they serve. I take my hat off to Hopgood Youth Home!”*

**Tina Ploetz – Associated Mental Health Association**

Nominated by Sandy Seiler – Foster Parent

*“...a significant source of encouragement and support.... Her understanding of Bella’s needs is very evident and has helped Bella make consistent progress in therapy... Tina’s contributions to our team meetings are greatly appreciated... “*

**Amanda Hernandez – REACH-My Home, Your Home**

Nominated by Jessica O’Halloran – Alternatives in Psychological Consultation

*“Always available to take calls... is also able to make suggestions that reflect the needs of the youth... Great Care Coordinator to be on a team with!”*

**Caralee Hammerling – My Home, Your Home**

Nominated by Jessica O’Halloran – Alternatives in Psychological Consultation

*“Caralee always brings useful resources to the team... An extremely positive leader and continues to show me*





*new ways to work with all different sorts of situations and youth. Truly a pleasure to work with!"*

**Mary Jo Joyce – Willowglen Community Care**

**Julies Agara – Sebastian Family Practice**

**Billy Spencer – Running Rebels**

**Josh Gimpl – Running Rebels**

Nominated by Deloris M. Gates – Parent

*"I want to thank each one of those on this team for your positive words, calls, actions, response to help me and my grandson and always there, ready to help! I liked that! God bless every one of you. Thank you very much!"*

**Willie Hopgood – Hopgood Group Home**

Nominated by Caralee Hammerling – My Home, Your Home

*"Willie Hopgood and his staff did a great job working with one of my youth and his mother. They were very supportive, available and encouraging. Thank you!"*



## Upcoming Events...

### JANUARY 2013

- Jan. 1** **NEW YEAR'S DAY**  
Wraparound Offices Closed
- Jan. 1** **Youth Council Meeting**  
4:00-6:00pm Owen's Place (Clubhouse)
- Jan. 3** **Mgmt./Supervisors Meeting**  
9:00-11:00am @ St. Charles Youth & Family Svcs.
- Jan. 3** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Jan. 3** **Monthly Care Coordinator Mtg.**  
1:00-3:00pm CHP Auditorium
- Jan. 8** **ARB Meetings**  
9:00-1:00pm WM – Room 253
- Jan. 10** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Jan. 12** **FAMILY ORIENTATION**  
11:00-12:30pm WM – Room 416
- Jan. 15** **ARB Meetings**  
9:00-1:00pm WM – Room 253
- Jan. 15** **Runaway Committee**  
11:00-12:30pm WM – Room 212
- Jan. 15** **Youth Council Meeting**  
4:00-6:00pm Owen's Place (Clubhouse)

- Jan. 16** **Family/Provider Advisory Group**  
10:30-12:00pm WM – Room 212
- Jan. 16** **Partnership Council Meeting**  
12:00p-2:00pm WM – Room 212
- Jan. 17** **Mgmt./Supervisors Meeting**  
9:00-11:00am @ St. Charles Youth & Family Svcs.
- Jan. 17** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Jan. 22** **ARB Meetings**  
9:00-1:00pm WM – Room 253
- Jan. 23** **Vendor Housing Asst. Training**  
1:00-2:00pm WM – Room 212
- Jan. 24** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Jan. 31** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253

### FEBRUARY 2013

- Feb. 5** **ARB Meetings**  
9:00-1:00pm WM – Room 253
- Feb. 5** **Youth Council Meeting**  
4:00-6:00pm Owen's Place (Clubhouse)
- Feb. 7** **Mgmt./Supervisors Meeting**  
9:00-11:00am @ St. Charles Youth & Family
- Feb. 7** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Feb. 7** **Monthly Care Coordinator Mtg.**  
1:00-3:00pm CHP Auditorium
- Feb. 12** **ARB Meetings**  
9:00-1:00pm WM – Room 253
- Feb. 14** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Feb. 19** **ARB Meetings**  
9:00-1:00pm WM – Room 253
- Feb. 19** **Youth Council Meeting**  
4:00-6:00pm Owen's Place (Clubhouse)
- Feb. 21** **Mgmt./Supervisors Meeting**  
9:00-11:00am @ St. Charles Youth & Family
- Feb. 21** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253
- Feb. 23** **FAMILY ORIENTATION**  
11:00-12:30pm WM – Room 416
- Feb. 28** **Com. Safety/Resource Dev. Consults**  
11:00-1:00pm WM – Room 253

#### Editor

Debra Jansen, Consumer Relations Coordinator - (414) 257-6532.  
For more information on Wraparound Milwaukee, go to our Website at [www.county.milwaukee.gov](http://www.county.milwaukee.gov) and search using the keywords "Wraparound Milwaukee".





### **Greater Milwaukee Major Events**



11/18-12/31	Christmas in the Country	Grand Geneva Resort	(262) 248-8811
12/20-12/31	Winter Fest 2012	Frontier Airline Center	(414) 908-6001
1/1	Cool Fool Kite Festival	Milwaukee Lakefront	(414) 305-3145
1/18-1/19	Gallery Night and Day	Downtown Milwaukee	(414) 273-1173
2/7-2/10	Milw. Nari Home Improvement Show	State Fair Exposition Center	(414) 266-7300
2/16-2/17	Cedarburg Winter Festival	Downtown Cedarburg	(800) 237-2874
2/20-2/24	Tripoli Shrine Circus	U.S. Cellular Arena	(414) 908-6001
2/23-3/3	Greater Milwaukee Auto Show	Delta Center	(414) 908-6001

